

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Document Processing Technician III	Job Family: 5
General Classification: Front-Line	Job Grade: 18

Definition: To input, transcribe, edit and proofread material, including complex technical documents, with speed and accuracy from dictation media, e-mail, hand-written and/or typed copy using advanced word processing/desktop publishing features in various software packages on networked PC systems.

Distinguishing Characteristics: This is the advanced journey-level class in the Document Processing Technician series. Positions at this level perform the most difficult and responsible types of duties assigned to classes within this series. In the absence of the Document Processing Supervisor, this position may act in a lead role and supervise Technicians while overseeing Center operations.

Receives direction from the Document Processing Supervisor.

May exercise technical and/or function supervision over the Document Processing Technicians I/II.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Type, transcribe, edit and proofread materials (letters, memoranda, reports, agendas, minutes, mailing lists, handbooks, brochures, manuals, press releases, newsletters, presentations, legal documents, financial statements, etc.) from dictation media, handwritten or typed copy, e-mail and/or disk-transferred material.
2. Create tables, merge text with graphics; proofread, edit and revise processed documents; assume responsibility for document accuracy; store and retrieve documents from a shared file server.
3. Determine proper format, grammar, spelling and punctuation for documents processed.
4. Understand and utilize document processing/desktop publishing equipment capabilities (correcting errors, editing and making revisions) with accuracy and speed.
5. Maintain accurate record keeping for efficient retrieval of system-filed documents, including file maintenance and system back-up procedures.
6. Respond to telephone inquires and requests.

Position Title: Document Processing Technician III

Page 2

7. Proofread documents initiated by Document Processing Technicians or Supervisor, as necessary.
8. Assist with the training of Document Processing Technicians and Center users.
9. Act as lead in the absence of Document Processing Supervisor, coordinating work flow, assigning work priorities and proofreading documents in order to meet deadlines.
10. Perform other related duties as assigned.

Minimum Qualifications

Knowledge of: Basic mathematics; English language, including grammar, punctuation and spelling; the function and use of PC systems and various software packages; standard proofreading techniques; microcomputer hardware functions, document setup and layout and basic graphics.

Ability to: Remain seated for long periods of time; concentrate despite noise and activities within the work area; think through and solve problems regarding the production of dictated material; multi-task various job functions as well as prioritize job flow; transcribe machine dictation at 35 words per minute; accurately type 65 words per minute; proofread and edit complex documents; use and understand standard proofreading techniques; during peak periods, assist Supervisor in basic shift operations; initiate/create electronic forms for clients in an efficient and accurate manner; efficiently perform advanced computer-aided graphics functions; use dictionaries, handbooks and other reference materials effectively; organize own work effectively; interpret and explain City and departmental policies and procedures; establish and maintain effective working relationships with those contacted in the course of work; multi-task and work under tight time deadlines; act as lead in assigning and coordinating work of unit.

Experience and Training Guidelines: A combination of relevant experience, education and training that will satisfy the required minimum qualifications, knowledge and abilities.

Three years of experience as a Document Processing Technician, including high-level transcription and typing skills. Equivalent to the completion of 12th grade.

Established January 1994

Revised February 2011

CLASS SPECS

CS164-F^